Change Requests
October 24, 2003

Offline Processing of MAAP Transactions

Overview

Director Beecher has instructed the OIT (Office of Information Technology) MAAP development team that towns and cities may, at their own discretion, process registration transactions offline from MAAP if that connection is lost. Towns and Cities that choose to process offline are responsible for correcting any errors that occur due to offline processing.

General Offline MAAP Processing Guidelines

- MAs who process registration transactions offline must enter those transactions into MAAP when the connection is re-established
- DMV does not require any additional reports regarding offline processing by MAs
- Fee settlement for transactions that are entered into MAAP one or more business days after actual transactions will use "E-Cash" for tender type to compensate for bank deposits that include money collected for offline transactions made on a previous day
- MAs shall correct errors as they occur while entering into MAAP
- Some errors can only be corrected by DMV. MAs shall enter transactions that errors that must be corrected by DMV into MAAP only when DMV is available
  - MAs may enter offline transactions into MAAP at any time as long as they contain no errors that must be corrected by DMV
  - If an error that only DMV can correct is encountered and DMV is not available the MA must cancel the transaction and re-enter it when DMV is available
  - Errors that can only be corrected by DMV include (but are not limited to) the following:
    - Protested Check
    - Suspension
    - NCIC (stolen vehicles)
    - Title application in AP statues will not allow another AP status
- There are two methods that MAs will use to connect to MAAP - each method presents somewhat different problems when errors occur

Offline MAAP Processing by MAs

Towns/Cities Using MAAP Browser

- Expected to be used by MAs who do not have local registration software
- Same UI (User Interface) to MAAP that is used by state employees except limited to processes that MAs are authorized to perform
- A "live" user can see errors as they occur when transactions are being entered into MAAP
- Rules stated above regarding when error free (or errors are correctable by MAs) transactions may be transmitted to MAAP and when transactions containing errors that can only be corrected by DMV may be processed in MAAP must be adhered to

Towns/Cities Using Local Vehicle Registration Software

Some MAs will perform MAAP transactions using local vehicle registration software. The local software communicates with MAAP via XML messages.

- XML messages created for offline transactions are saved and transmitted to MAAP under computer program control; i.e., no "live" user is in direct control of the transmission
- Developers who create local registration software will be instructed to send saved XML messages for offline transactions only under user control
  - A live user must explicitly request transmission of saved XML messages and must monitor the transmission of the offline transactions
  - A user interface must be provided that allows a "live" user to intervene and correct or cancel transactions as needed when errors occur
  - Canceled transactions must be saved and be available for re-transmission when
    - Errors are corrected by MA
    - In the case of errors that can only be corrected by DMV, as directed by DMV personnel, to be re-transmitted
  - Rules stated above regarding when error free (or errors are correctable by MAs) transactions may be transmitted to MAAP and when transactions containing errors that can only be corrected by DMV may be processed in MAAP must be adhered to

E-Cash

If connection to MAAP is lost and the MA chooses to continue processing registration and title transactions offline and the connection to MAAP is restored one or more days later a problem is created regarding reporting of tender type used for fee settlement. The MA will deposit the money collected for the transactions on the day that they were processed offline.

When the MAAP connection is restored the MA will have to closeout previous day's work completed on MAAP before he/she is allowed to login to MAAP. The money collected for offline transactions on days previous to the current day will have already been deposited and will not be available for the current day session with DMV's financial system – i.e., the day that the transaction is transmitted to MAAP.

After the connection to MAAP is restored the MA will transmit the registration and title transactions performed offline either through the MAAP browser or XML as described above. MAAP will report the tender type of all transactions that were done one or more days before the transmission to MAAP as E-Cash. The transaction will be performed as follows:

MAAP Browser

At the fee settlement page of an offline transaction, the clerk will select tender type of 'E' for E-Cash. At this instance MAAP will prompt for a date from the clerk. The clerk will enter the date that the transaction was performed offline. MAAP will use this date as

registration issue date. MAAP will check that this date is prior to today's date. If this check fails (i.e., the date of issue is not prior to today), the clerk must change the tender type to something other than 'E'.

Local Vehicle Software – via XML

The local vehicle registration software will check the date of issue. If the date of issue is prior to the date of transmission to MAAP, the local software will change the tender type to 'E'.

E-Cash - Behind the scene processing for MAAP and IDMS:

- Date entered by clerk for payment type of 'E' will be used in MAAP System as the registration issued date.
- Date entered by clerk for payment type of 'E' will be provided to the Table Procedure (MAAPTFS1) as the MAAP-CLOSE-OUT-DATE for this particular transaction along with MAAP-CLOSE-OUT-LOC-CD of 'XXXX'.
- Table procedure processing will generate the necessary closeout to accumulate all monies entered as 'E' payment type for the close out date provided.
- IDMS System will have an automated process to perform the closeout for this new location during the evening batch process. Also, a report will be generated for the business office of the Close Summary Records associated with E-cash payments.
- Business office will make use of new report to match the E-cash transactions of clerks to the appropriate deposit.
- An audit trail of the transactions to the deposit will be maintained and available for auditors.

Additional IDMS Reports

Periodic Report of Existing Financial and Suspension Issue

OIT (State of New Hampshire Office of Information Technology) will create a new financial report from IDMS to be sent to the MAs on a scheduled basis. This report will list the following information for all vehicle registrants; i.e., not just for those that are up for renewal:
- Short slips
- Violations
- Suspensions
- Protested Checks

The MA will use this report when performing offline MAAP transactions to avoid processing MAAP transactions for people who are listed on the report.

E-Cash Report

OIT will create a report from IDMS that will list all E-Cash transactions, which will include date of issuance, town, clerk number, etc. This report will be distributed to the business office.

Municipal Agent Supervisory Override Privilege

Overview

From time to time MAAP transactions require supervisory override to correct or approve items that most registration clerks are not authorized to do. Municipal Agents (MA) must have this capability. MAs can resolve some issues, but others can only be resolved by the DMV (Division of Motor Vehicles). The following lists requirements for MA supervisory override.

General MA Supervisory Override Requirements

- MAs are authorized to have supervisory override privilege
  - Each town/city may have a maximum of three certified municipal agent clerks who are authorized to have supervisory override privilege
  - DMV must specify which clerks are authorized to have supervisory override privilege; i.e., only the DMV can create authorization for a clerk to have supervisory override – town clerks or other local authorities will give the names of their staff members who they want to have supervisory override to DMV
  - Only one clerk may have supervisory override privilege at any given time
- Some towns have only one certified municipal agent or may have only one clerk on duty; therefore MAs who have supervisory override privilege may perform an override on their own work (also know as self override)
- Some issues can only be resolved by DMV (i.e., the state); therefore supervisory override issues must be categorized by those that can be resolved by MAs and those that only the state can resolve
- MAs authorized to have supervisory override privilege can transfer their privilege to another MA in the same town/city (see a suggested method to transfer supervisory override privilege below).

Granting and Transferring Supervisory Override Privilege

- In each town/city, the first clerk to login to MAAP, who is authorized to have supervisory override privilege, will be granted that privilege
- To transfer that privilege from one clerk to another, the clerk who currently has the privilege must logout of MAAP. When the other authorized clerk logs into MAAP she/he will be granted the privilege. The first clerk then may login to MAAP if he/she wishes to; the privilege will have been transferred to the second clerk.

This process will require MAAP to check if a clerk has supervisory override authorization at the time of login. If that clerk is authorized to have the privilege, then MAAP will have to check if the privilege has already been granted to another clerk.

Permit Audit Number

Overview

DMV wants to reestablish the use of the Permit Audit Number on vehicle registration certificates. After much discussion over several meetings, the following requirements were developed for the July 19, 2004 implementation of MAAP. These requirements are minimal to keep the cost and time delay impact small on this first implementation of MAAP. DMV and OIT plan to expand this minimal set of requirements as future enhancements to vehicle registration and inventory after MAAP is live.

Permit Audit Additions to MAAP Phase 1 (July 2004)

- Permit Audit Number will be pre-printed on all vehicle registration certificates at the factory where the certificates are created

Permit Audit Additions to MAAP Phase 1 that Impact BearingPoint Development

- All vehicle registration transactions
  - Add facility on MAAP user interface (UI) and XML schema for the user to enter the Permit Audit Number that is printed on the vehicle registration certificate; see DSMV181S for an example of this preprinted audit number
  - Associate the Permit Audit Number with the vehicle registration in the MAAP database
- Vehicle registration transfer transactions
  - Add facility on MAAP UI and XML schema for the user to enter the Permit Audit Number from the old vehicle registration certificate when performing a transfer transaction
  - Associate the old Permit Audit Number as well as the new Permit Audit Number with the newly created vehicle registration in the MAAP database
  - Print the old Permit Audit Number in the "Transfer Permit No." field of the newly created vehicle registration certificate
- No other searches or database connections regarding Permit Audit Numbers is required in MAAP Phase 1

Permit Audit Additions to MAAP Phase 1 that Impact OIT Development

- Registration Preprint task will no longer generate Permit Audit Numbers for preprinted registration certificates sent to towns.
  - That job will require the computer operator to enter the starting Permit Audit Number (i.e., the first certificate in the printer) into a UI and verify successful printing of all certificates and ending Permit Audit Number (i.e., the last certificate printed).
  - The range of Permit Audit Numbers for all successfully preprinted certificates will be recorded and reported.
  - A method to recover from certificates damaged during preprint operation will be provided
  - Permit Audit Numbers for certificates discarded due to printing errors during preprint operation will be tracked and reported

Changes from TC Conference - Mt. Washington

When processing a CTA, we need the ability to be able to go to the new, renewal, and different transfer screens once we enter in all the CTA information

- Go to renewal process from CTA – Not needed
- Go to transfer process (lease or non-lease)
  - Go right to registration transfer process – select transfer type from that screen
  - Carry over old vehicle information – plate type, plate number, check digit, etc.
  - MAAP will carry over the new VIN from the CTA transaction to the transfer transaction

Town Clerk Only Title Application

- A Town clerk prints the CTA for a customer to bring to DMV to pay for the state fee. The Town Clerk collects $2 for this process. The State will collect the $25 for the application.
  - Town portion:
    - Add Town Only option to UI (user interface) for CTA process
    - Add fee calculation to add only $2 town fee and not add $25 state fee
    - Do not print validation line on town only CTA transactions
  - State Portion:
    - Add warning: "Fee not paid to all title screens"
    - Add UI for state fee collection to title subsystem (Title Update Screen is used on legacy system)
    - Online towns – add search to find CTA entered by town
    - Non-online towns – state enters CTA information into MAAP

Ability to blow off a CTA

- For Municipal, leases, rent a cars, etc., when an ownership doesn't change but registration and title will not be an exact match
- Deletion of a 'bad dummy' CTA
- Has no financial transaction
- Impact:
  - Modify current UI for CTA to have an ability to generate a CTA number (besides entering it in).
  - A report will be generated for all CTA's where a number is generated.
  - Develop a UI to retrieve the dummy CTA's and then have the option of deleting the bad dummy CTA's or to change the CTA number on a 'good' dummy CTA.
  - Database Impact: Need to identify if this would be a physical database delete or would the record move over to history table (most likely History Table)

NOTE: Bearing Point may have already developed this function for when we conduct a REFUND. A new button may be sufficient. Also the CTA # generated by MAAP is already in place too.